



**DEPARTMENT OF REAL ESTATE**  
*Equal Opportunity Employer*  
**Job Opportunity**

**Program Technician II**  
**FRESNO**  
*Permanent — Full-time*

The Department of Real Estate is recruiting to fill a vacant Program Technician II position in its Fresno District Office. The position is permanent, fulltime. The office is located at 2550 Mariposa Mall, Suite 3070, Fresno.

***Duties of the position include:***

- Provide assistance to the general public and other government agencies at the front counter, by telephone or by mail in reference to obtaining and maintaining a Real Estate license.
- Provide information about the DRE sales, brokers and corporation license examinations including all requirements and procedures for taking the exam.
- Answer questions relating to the continuing education process and refer individuals to various sections of the DRE law and reference books.
- Assist individuals with the various forms required by DRE, answer questions regarding complaint procedures, screen calls from the public and other government agencies and answer inquiries if possible, or transfer calls to appropriate staff.
- Utilize DRE computers and EIS systems to perform license checks for various lending institutions, Board of Realtors, the general public and licensees.
- Assign PC numbers and prepare investigative case file set-ups which require a detailed working knowledge of the recommendations to the PC.
- Review and interpret confidential criminal record information against applicants or licensees and make recommendations to the DC.
- Review and interpret rap investigations, request court and law enforcement agency documents, prepare folders for RAP and complaint investigations, set up cases, type envelopes and return to Legal, assist with boxing, listing and shipping of files to archives.
- Open and distribute interoffice and regular mail, stuff envelopes with requested forms, collect checks, cash receipts, booksheets, applications, misc. correspondence and prepare accounting envelopes for Fiscal.

***Desirable qualifications:***

- Ability to answer, screen provide information and/or direct incoming telephone calls to the appropriate staff.
- Excellent spelling, grammar and punctuation skills.
- Ability to communicate effectively with others using tact and diplomacy in person, on the phone or in writing.
- Ability to work independently, establish priorities, manage a heavy workload and carry out assigned tasks.
- Ability to interact effectively with individuals at all levels in a professional manner.
- Excellent attendance, reliability and dependability.
- Ability to work within mandated time frames.

**Salary: \$2280-\$2975**

***Who may apply:*** Current State employees at the Program Technician II level or those individuals who have list eligibility or can transfer to the class. Priority consideration will be given to SROA/Surplus employees. If you have SROA or Surplus status, please indicate such on your application. Please indicate RPA #11-023 on your applications in order to be considered for this position..Note: DRE requires all new employees be fingerprinted.  
**All hires are subject to hiring freeze.**

***Submit Applications to:***

Department of Real Estate, Human Resources  
2201 Broadway, P.O. Box 187000  
Sacramento, CA 95818-7000  
(916) 227-0802

**California Relay Service:** 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

**FINAL FILING DATE: OPEN UNTIL FILLED**

**Applications may be obtained from the SPB website at <http://www.spb.ca.gov>**

**Applicants will be screened based on the Necessary/Desirable Qualifications shown above and interviews will be conducted on a flow basis. Only those most qualified will be contacted for an interview.**